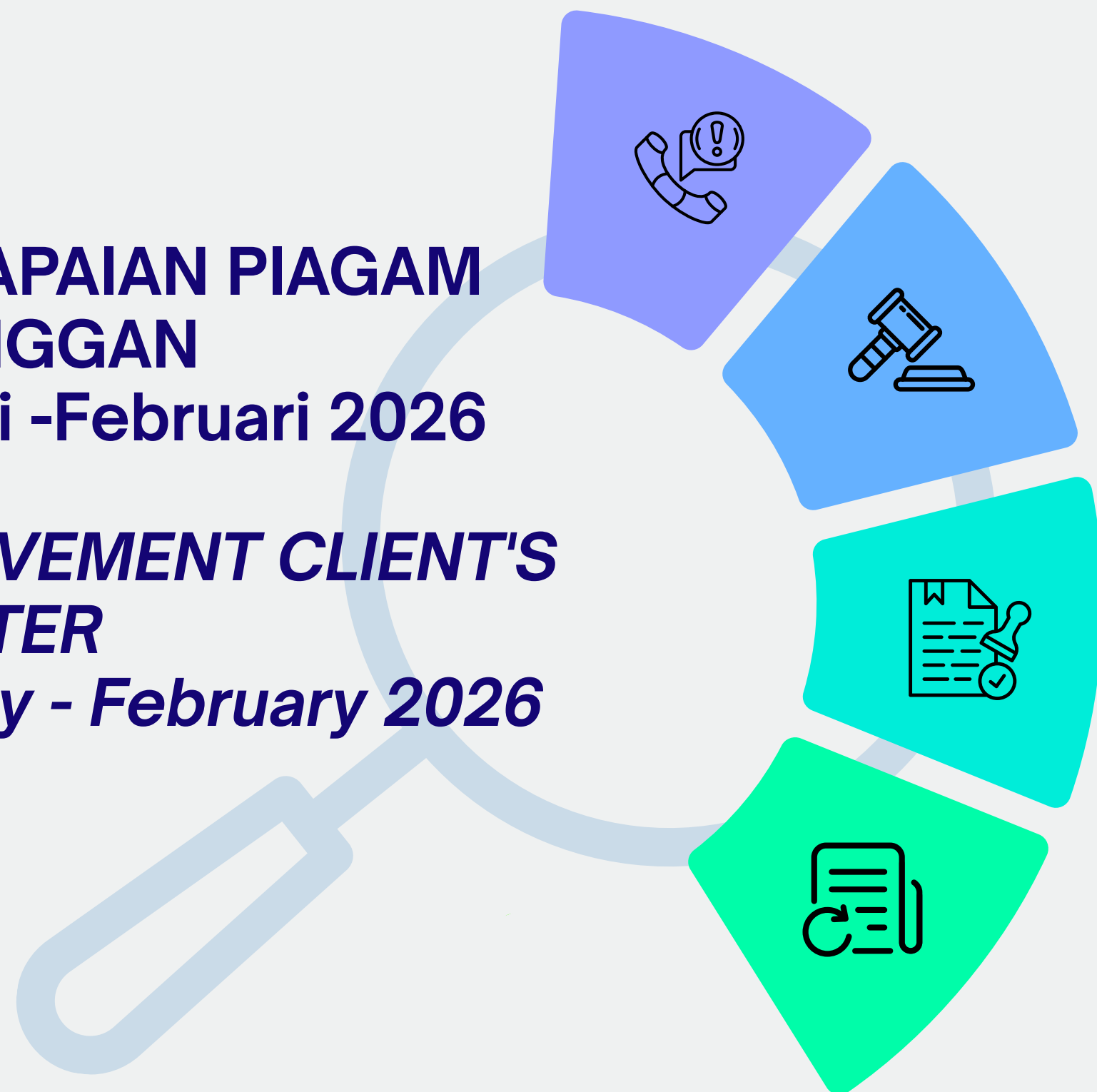


**PENCAPAIAN PIAGAM  
PELANGGAN  
Januari -Februari 2026**

**ACHIEVEMENT CLIENT'S  
CHARTER  
January - February 2026**



**PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH  
*CLIENT'S CHARTER FOR HANDLING LABOUR COMPLAINT*  
30 HARI TEMPOH SELESAI:105 KES [96.3%]**

**PIAGAM PELANGGAN BAGI PENGENDALIAN TUNTUTAN  
KES BURUH (MAHKAMAH BURUH)  
*CLIENT'S CHARTER FOR HANDLING LABOUR CLAIM  
(LABOUR COURT)*  
90 HARI TEMPOH SELESAI:130 KES [100%]**

**PIAGAM PELANGGAN BAGI PENGELUARAN LESEN  
PENGGAJIAN PEKERJA BUKAN PEMASTAUTIN  
*CLIENT'S CHARTER FOR ISSUANCE OF LABOUR LICENCE  
TO HIRE NON-RESIDENCE EMPLOYEE*  
5 HARI TEMPOH SELESAI:1,267 LESEN [96%]**

**PIAGAM PELANGGAN BAGI PEMBAHARUAN LESEN  
PENGGAJIAN PEKERJA BUKAN PEMASTAUTIN  
*CLIENT'S CHARTER FOR RENEWAL OF LABOUR LICENCE TO  
HIRE NON-RESIDENCE EMPLOYEE*  
6 HARI TEMPOH SELESAI:1,684 LESEN [93%]**